



proud past, promising future

CLARK COUNTY
WASHINGTON

AUDITOR
GREG KIMSEY

NEWS RELEASE

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Department of Community Development Customer Survey

Vancouver, WA –The Clark County Auditor's office has released the results of a random survey of customers of Clark County's Department of Community Development. This survey is the second of three reports the Auditor's Office is making to determine the extent to which recommendations from the 2000 performance audit have been implemented and the effect they have had.

An analysis of survey results concluded that grades for the department and its divisions generally improved, although the improvements were not large. The department as a whole improved in all survey areas (courtesy, timeliness, positive attitude, knowledge, etc.). The department's overall grade improved from C- in 2000 to C in 2002. Grades for each of the department's divisions also improved slightly overall. Specifically, the

- Development Services Division improved from D to D+
- Long Range Planning Division improved from D+ to C-
- Building Division improved from C- to C
- Fire Marshal Division's grade stayed constant at C, and the
- Engineering Division, which was created after the 2000 survey, had a D+ grade.

Customer satisfaction increased for 49 of the survey's 80 questions, stayed the same for 26, and decreased for 5. In contrast to the general upward trend, satisfaction with fees charged for processing applications dropped in the new survey. Generally, the amount of change for an individual question was for no more than one-half of a grade (i.e. C- to C).

County Auditor Greg Kimsey stated that, "We are pleased to see that the implementation by the department of the performance audit recommendations is having a positive impact on its customers, however there continues to be significant opportunities for improvement."

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Internal Audit

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